REGION BINDERS

Berkshire

Figure BE-1: Availability of ILEC Voice Providers, by Town, December 2008

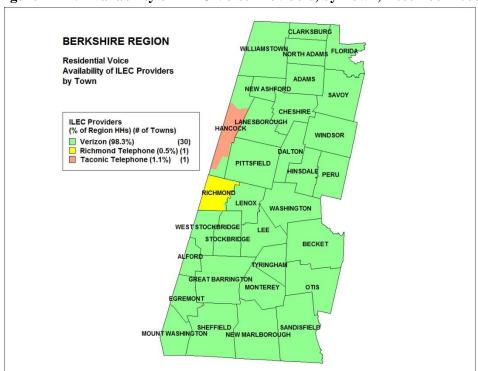


Figure BE-2: Availability of Cable Voice Providers, by Town, December 2008

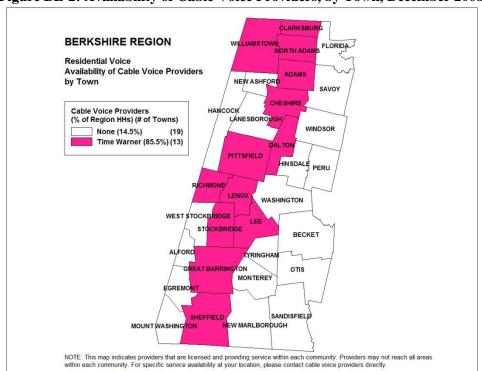


Figure BE-3: Market Shares for Residential Wireline Voice, by Platform, December 2008

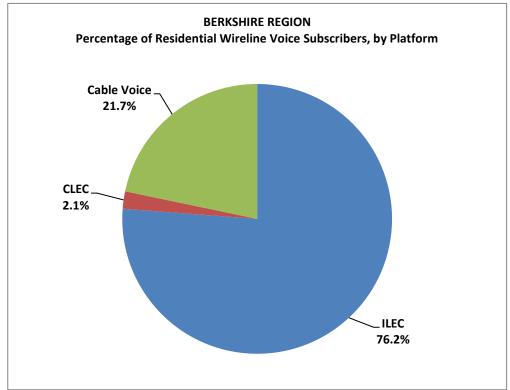
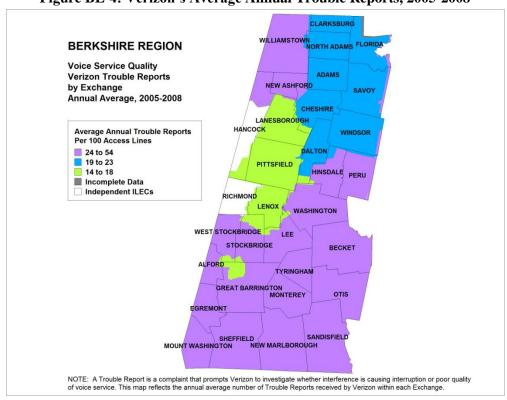


Figure BE-4: Verizon's Average Annual Trouble Reports, 2005-2008



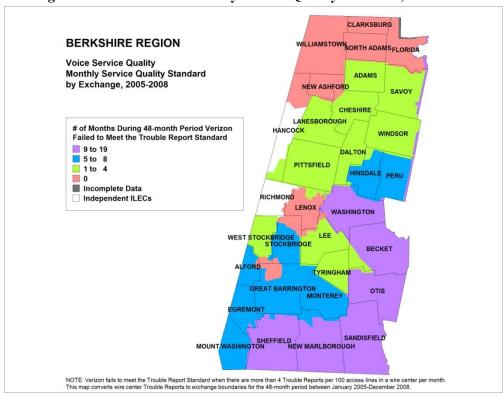
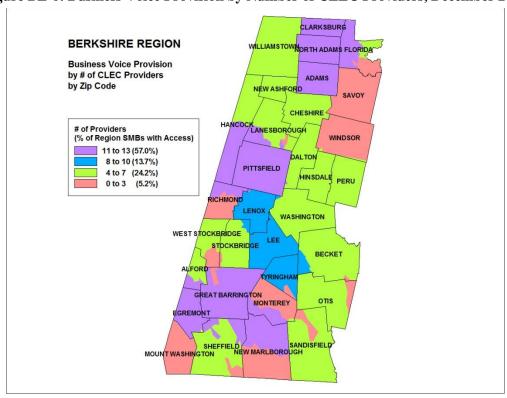


Figure BE-5: Verizon's Monthly Service Quality Standard, 2005-2008





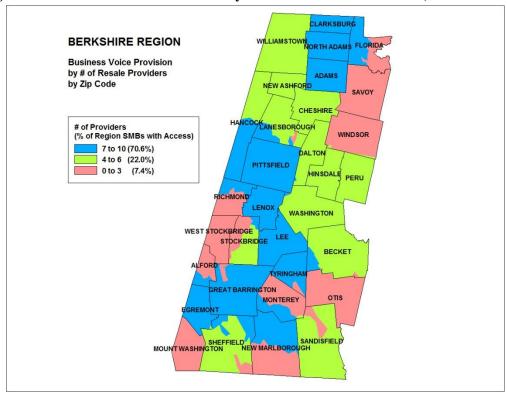
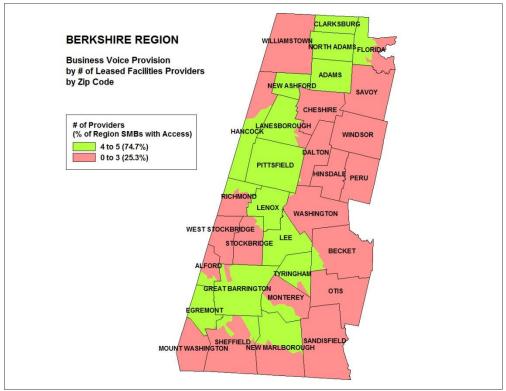


Figure BE-7: Business Voice Provision by Number of Resale Providers, December 2007

Figure BE-8: Business Voice Provision by Number of Leased Facilities Providers, December 2007



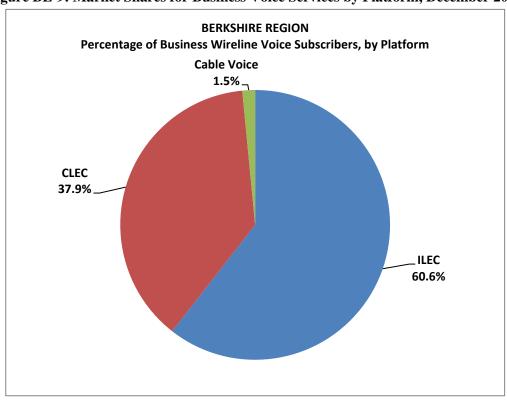
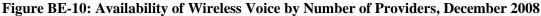
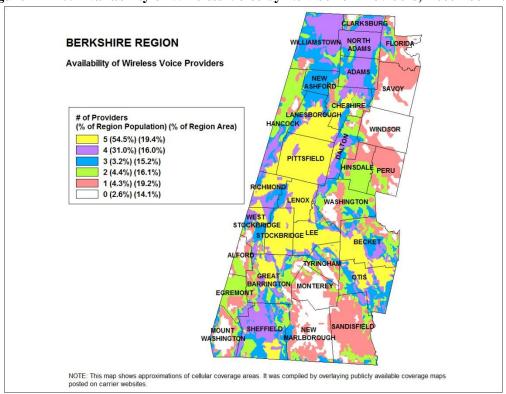


Figure BE-9: Market Shares for Business Voice Services by Platform, December 2008



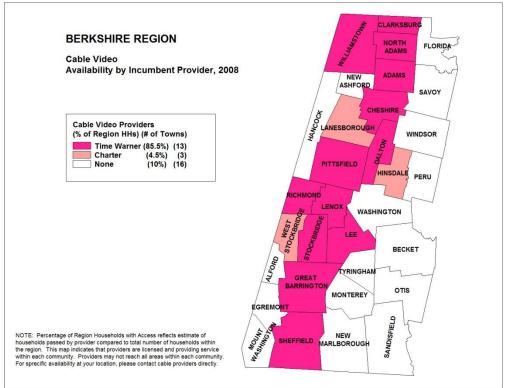


BERKSHIRE REGION Percentage of Residential Voice Subscribers including Wireless Substitution, by Platform Wireless Substitution. 9.3% Cable Voice 19.7% CLEC 1.9% ILEC 69.1%

Figure BE-11: Market Shares for Residential Voice Services Including Wireless Substitution, December 2008

IV. **Cable Video**

Figure BE-12: Incumbent Cable Video Service Providers, 2008



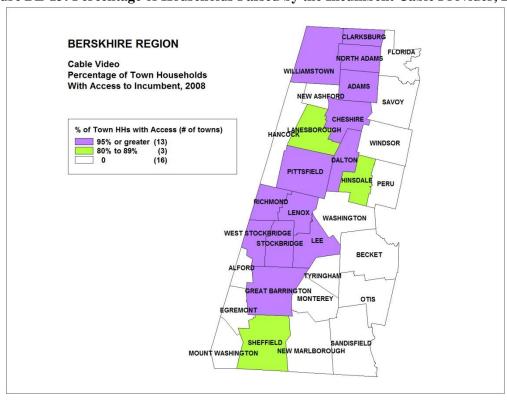
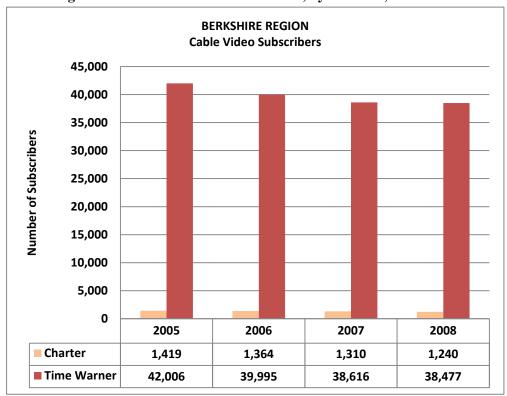


Figure BE-13: Percentage of Households Passed by the Incumbent Cable Provider, 2008





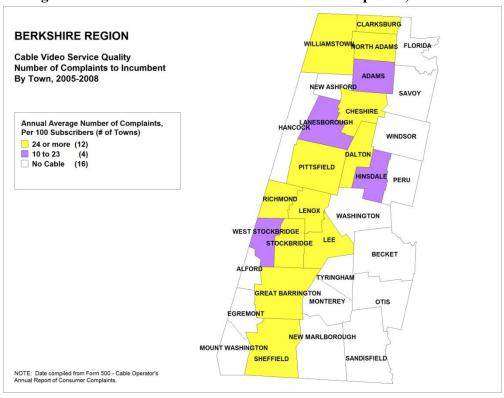


Figure BE-15: Incumbent Cable Video Provider Complaints, 2005-2008

Boston Metro

Figure BM-1: Availability of ILEC Voice Providers, by Town, December 2008

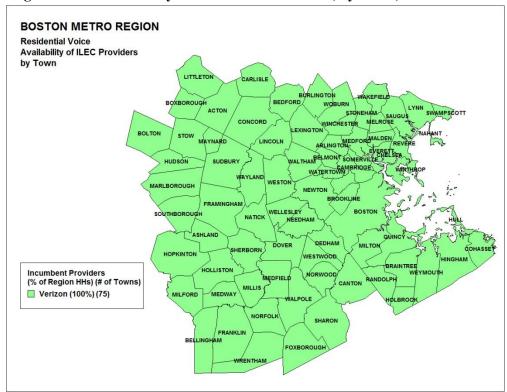
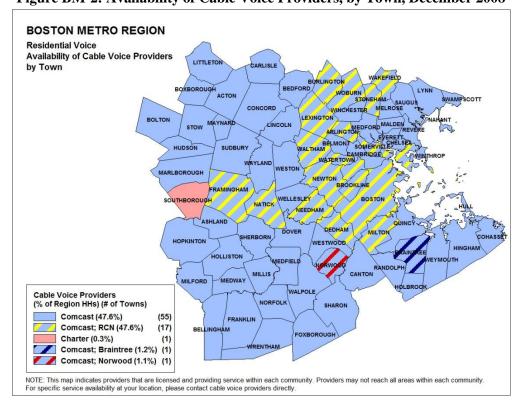


Figure BM-2: Availability of Cable Voice Providers, by Town, December 2008



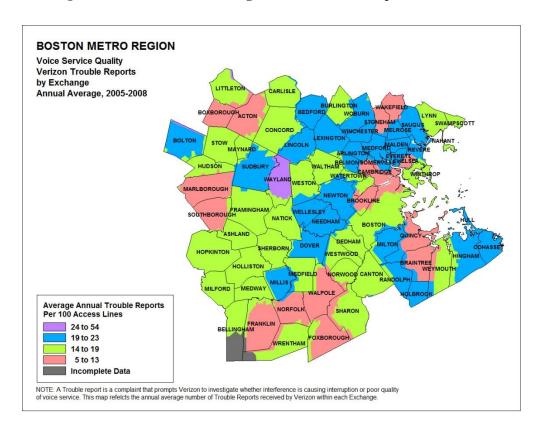
BOSTON METRO REGION
Percentage of Residential Wireline Voice Subscribers, by Platform

Cable Voice
34.8%

CLEC
4.2%

Figure BM-3: Market Shares for Residential Wireline Voice, by Platform, December 2008

Figure BM-4: Verizon's Average Annual Trouble Reports, 2005-2008



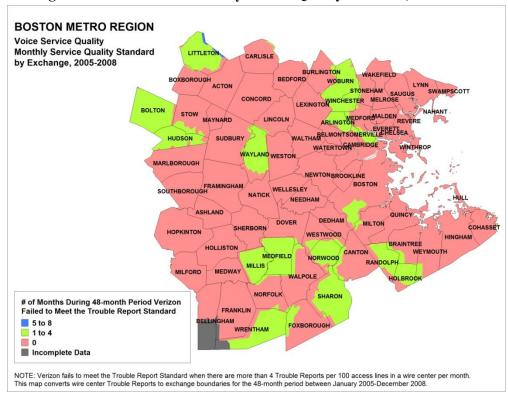
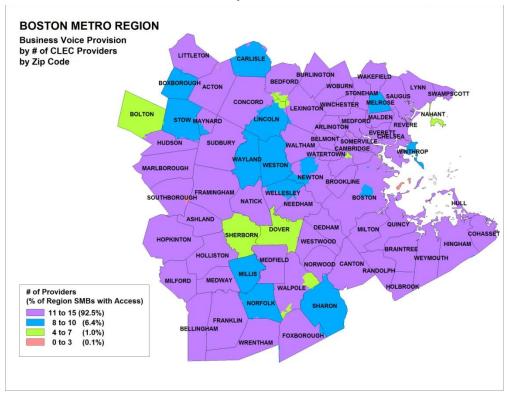


Figure BM-5: Verizon's Monthly Service Quality Standard, 2005-2008

Figure BM-6: Business Voice Provision by Number of CLEC Providers, December 2007



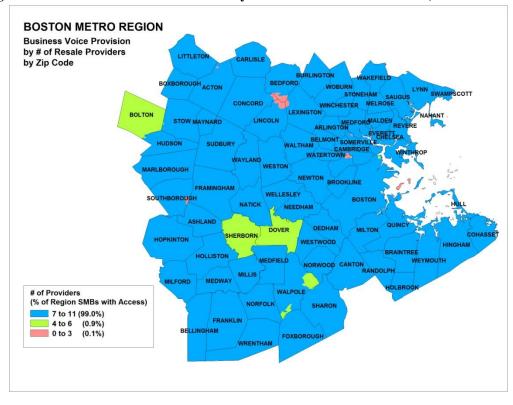
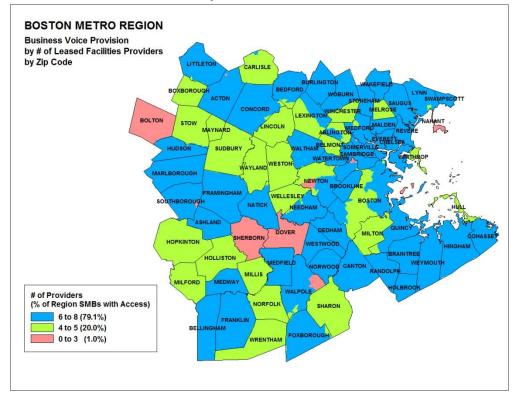


Figure BM-7: Business Voice Provision by Number of Resale Providers, December 2007

Figure BM-8: Business Voice Provision by Number of Leased Facilities Providers, December 2007



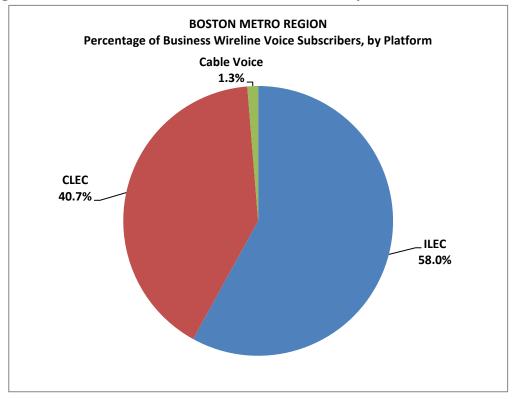
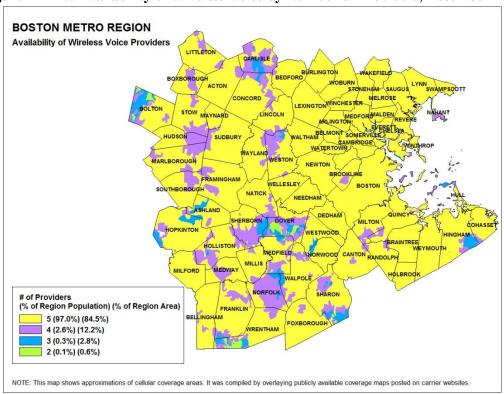


Figure BM-9: Market Shares for Business Voice Services by Platform, December 2008





BOSTON METRO REGION
Percentage of Residential Voice Subscribers including Wireless
Substitution, by Platform
Wireless
Substitution
11.8%

Cable Voice
30.7%

ILEC
53.8%

Figure BM-11: Market Shares for Residential Voice Services Including Wireless Substitution, December 2008

IV. Cable Video

BOSTON METRO REGION Cable Video Availability by LITTLETO Incumbent Provider, 2008 OROUG SOUTHBOROUGH HOPKINTON Cable Provider (% of HHs with Access) (# of Towns) SHARON Comcast (97.6%) (74) FOXBOROUGI Charter (0.3%) (1) None (2.1%) NOTE: Percentage of Region Households with Access reflects estimate of households passed by provider compared to total number of households within the region. This map indicates that providers are licensed and providing service within each community. Providers may not reach all areas within each community. For specific availability at your location, please contact cable providers directly.

Figure BM-12: Incumbent Cable Video Service Providers, 2008

3.7%

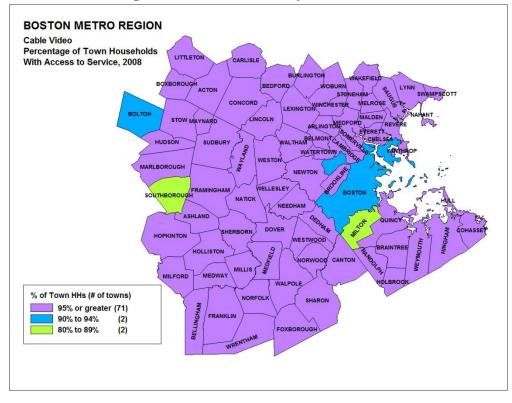
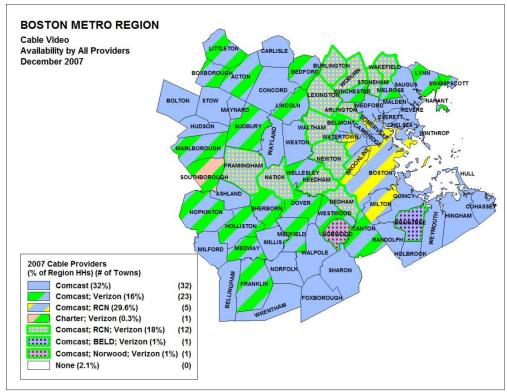


Figure BM-13: Percentage of Households Passed by the Incumbent Cable Provider, 2008





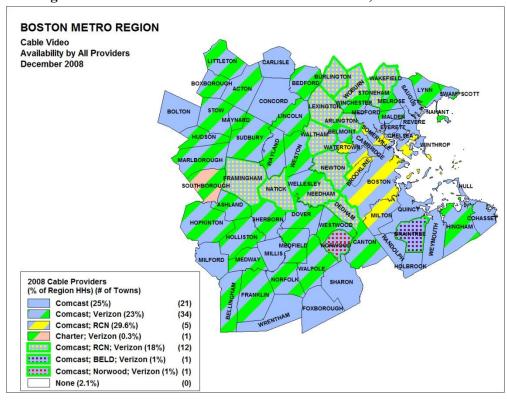
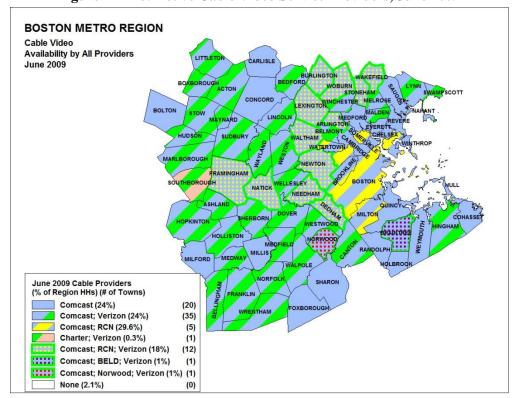


Figure BM-15: Active Cable Video Service Providers, December 2008





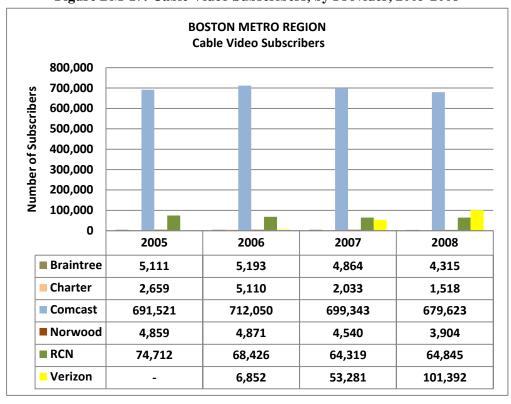
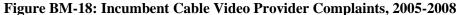
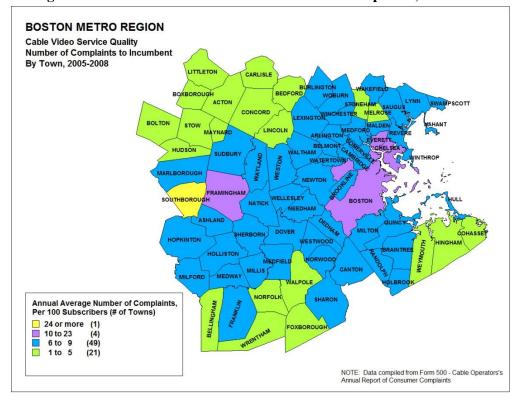


Figure BM-17: Cable Video Subscribers, by Provider, 2005-2008





Cape and Islands

Figure CI-1: Availability of ILEC Voice Providers, by Town, December 2008

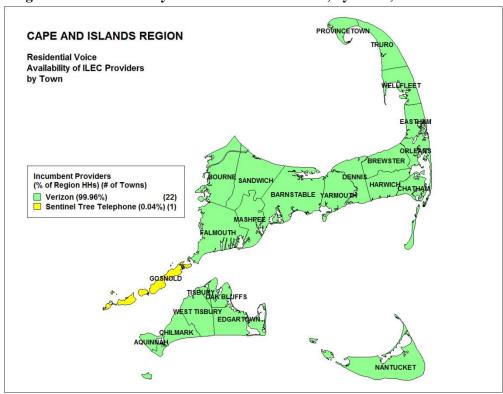
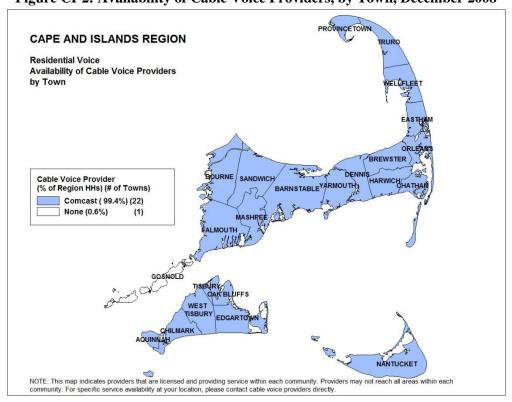


Figure CI-2: Availability of Cable Voice Providers, by Town, December 2008



CAPE AND ISLANDS REGION
Percentage of Residential Wireline Voice Subscribers, by Platform

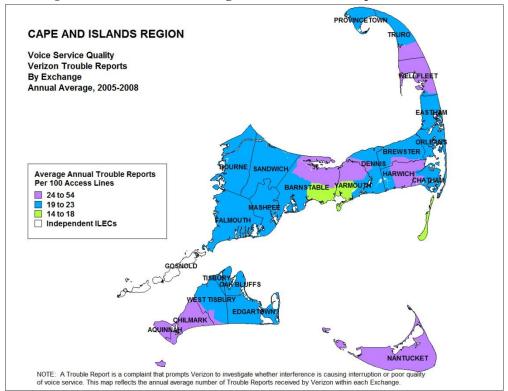
Cable Voice
26.1%

CLEC
0.2%

Figure CI-3: Market Shares for Residential Wireline Voice, by Platform, December 2008

Figure CI-4: Verizon's Average Annual Trouble Reports, 2005-2008

_ILEC 73.7%



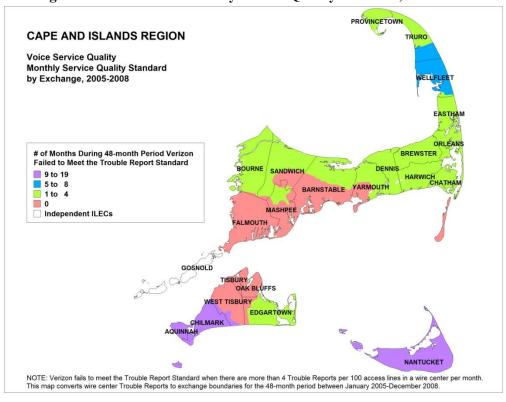
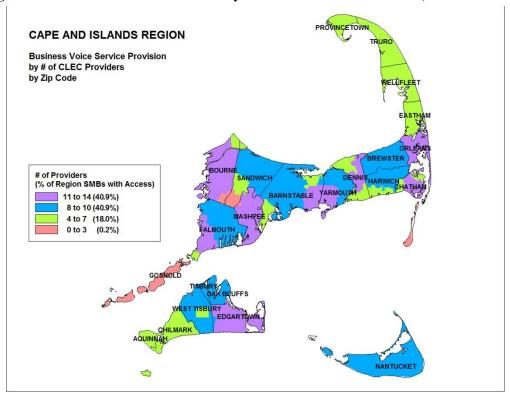


Figure CI-5: Verizon's Monthly Service Quality Standard, 2005-2008

Figure CI-6: Business Voice Provision by Number of CLEC Providers, December 2007



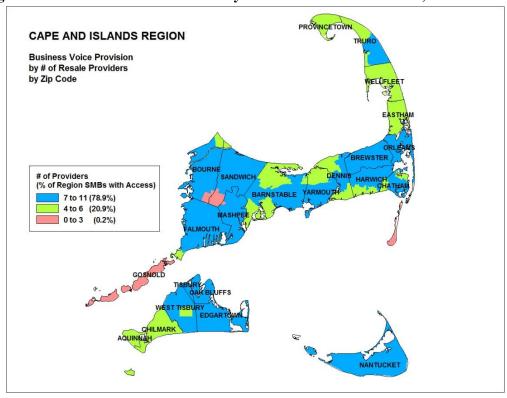
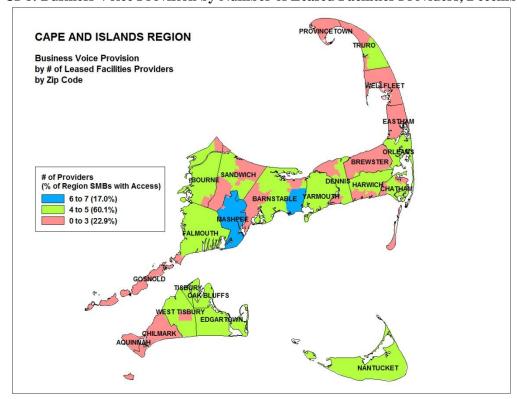


Figure CI-7: Business Voice Provision by Number of Resale Providers, December 2007

Figure CI-8: Business Voice Provision by Number of Leased Facilities Providers, December 2007



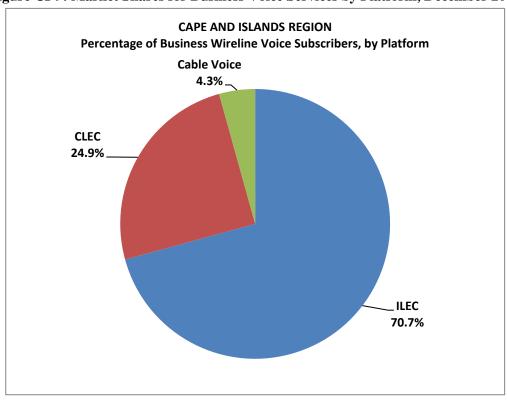
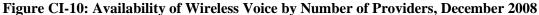
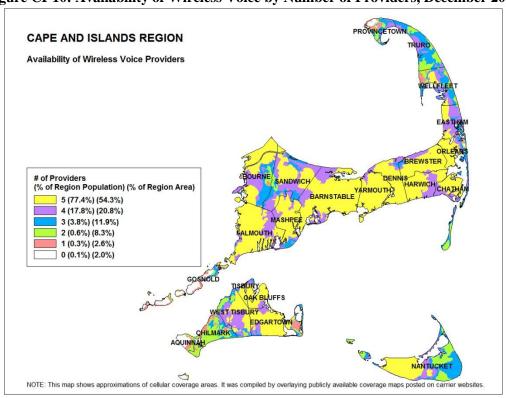


Figure CI-9: Market Shares for Business Voice Services by Platform, December 2008





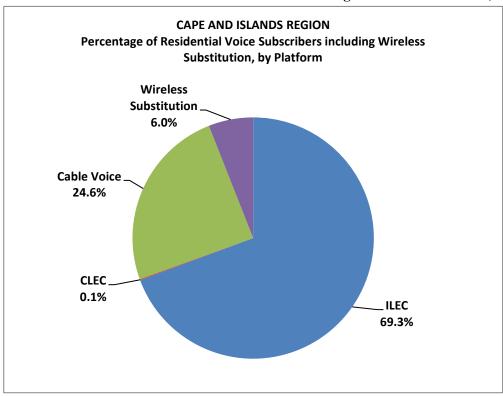


Figure CI-11: Market Shares for Residential Voice Services Including Wireless Substitution, December 2008

IV. Cable Video

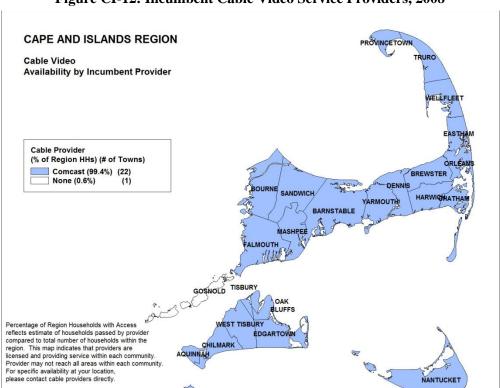


Figure CI-12: Incumbent Cable Video Service Providers, 2008

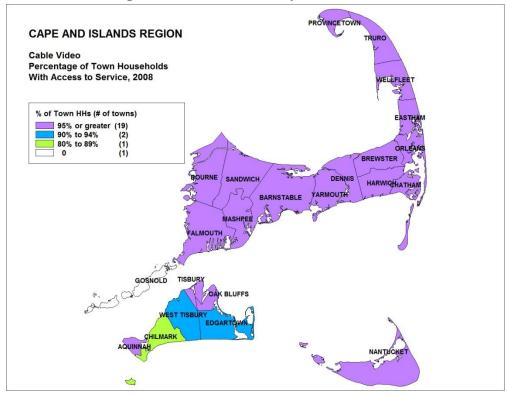
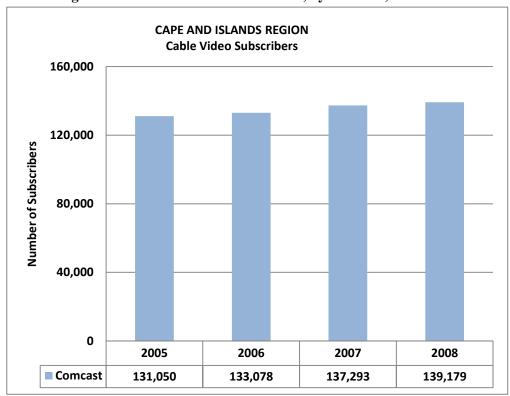


Figure CI-13: Percentage of Households Passed by the Incumbent Cable Provider, 2008





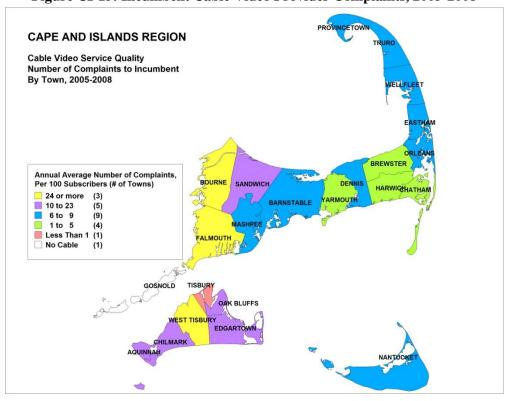


Figure CI-15: Incumbent Cable Video Provider Complaints, 2005-2008

Central

Figure CE-1: Availability of ILEC Voice Providers, by Town, December 2008

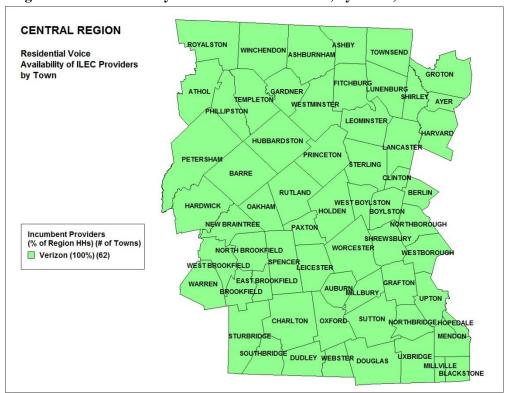
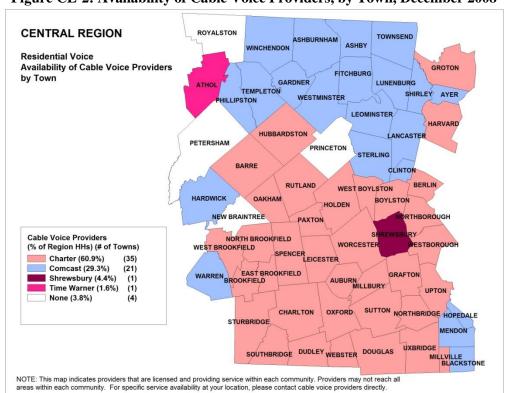


Figure CE-2: Availability of Cable Voice Providers, by Town, December 2008



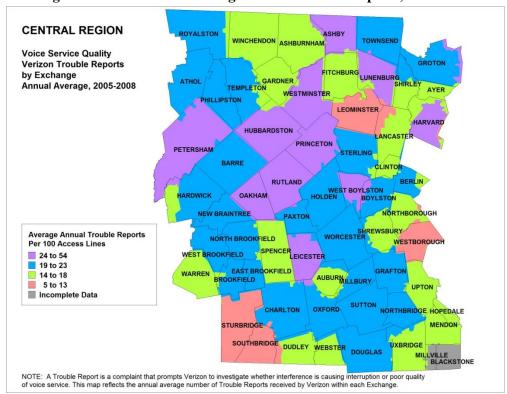
Cable Voice 32.3%

CLEC 1.3%

CLEC 66.4%

Figure CE-3: Market Shares for Residential Wireline Voice, by Platform, December 2008





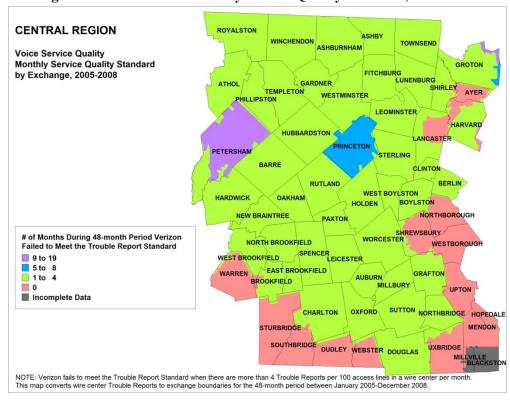
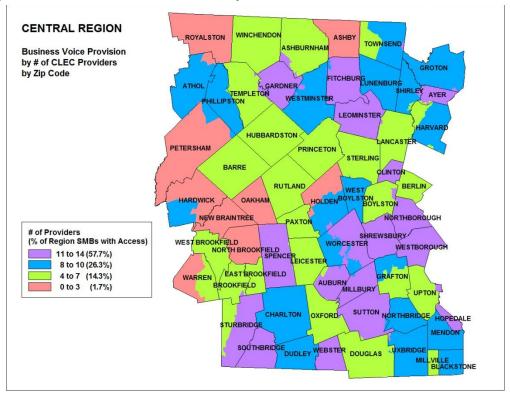


Figure CE-5: Verizon's Monthly Service Quality Standard, 2005-2008

Figure CE-6: Business Voice Provision by Number of CLEC Providers, December 2007



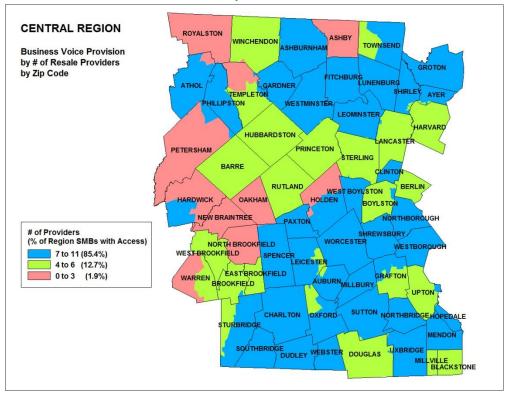
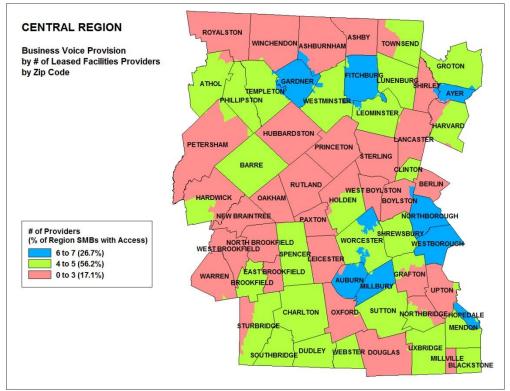


Figure CE-7: Business Voice Provision by Number of Resale Providers, December 2007





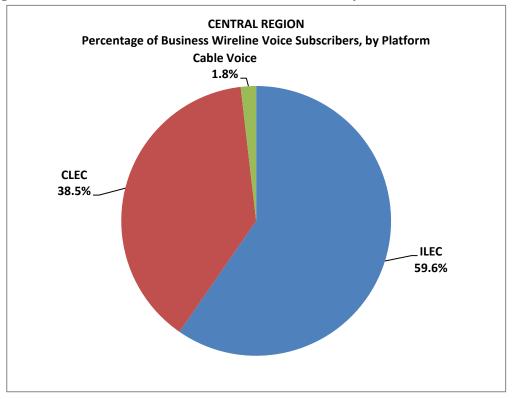
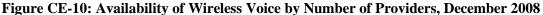
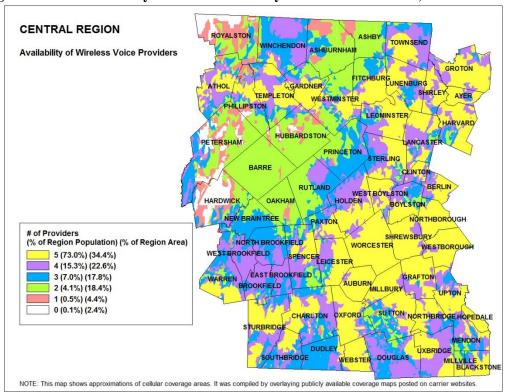


Figure CE-9: Market Shares for Business Voice Services by Platform, December 2008





CENTRAL REGION Percentage of Residential Voice Subscribers including Wireless Substitution, by Platform Wireless Substitution 11.4% Cable Voice 28.6% ILEC 58.8% **CLEC** 1.1%

Figure CE-11: Market Shares for Residential Voice Services Including Wireless Substitution, December 2008

IV. Cable Video

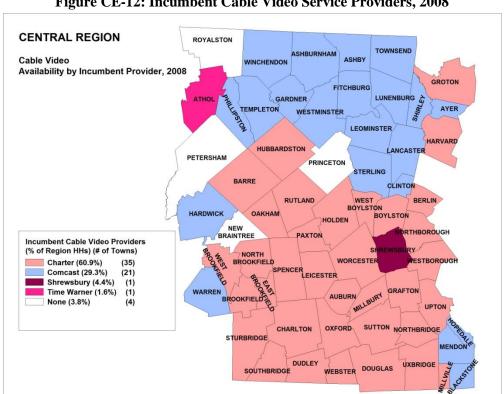


Figure CE-12: Incumbent Cable Video Service Providers, 2008

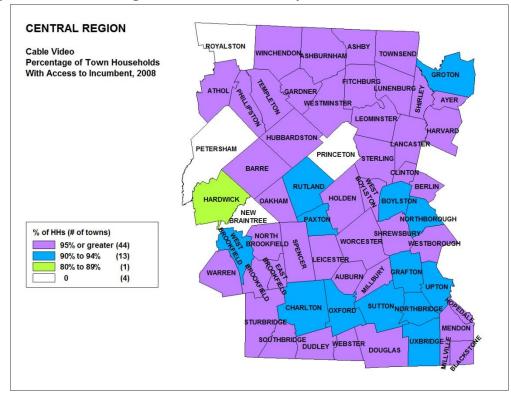
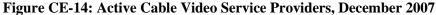
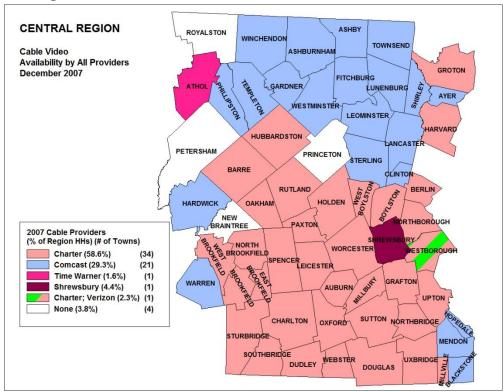


Figure CE-13: Percentage of Households Passed by the Incumbent Cable Provider, 2008





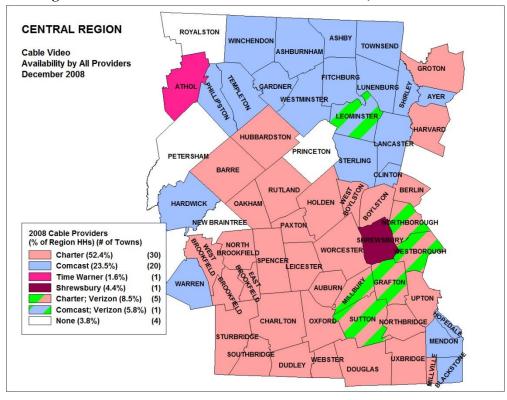
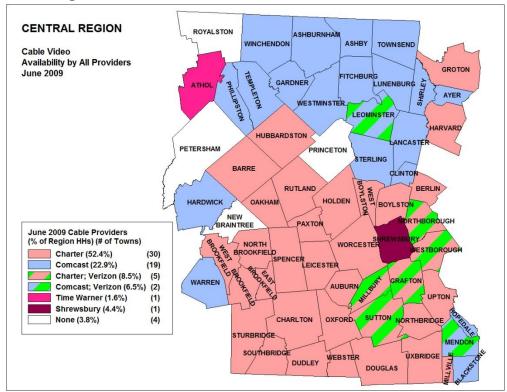


Figure CE-15: Active Cable Video Service Providers, December 2008





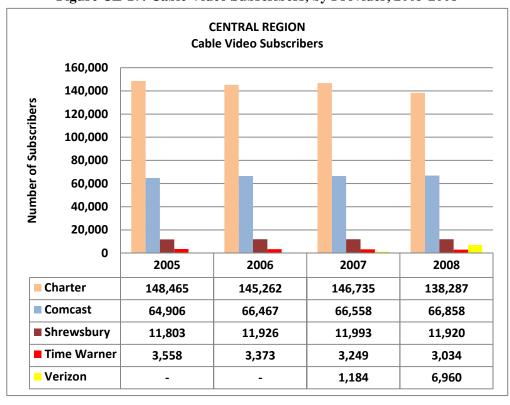
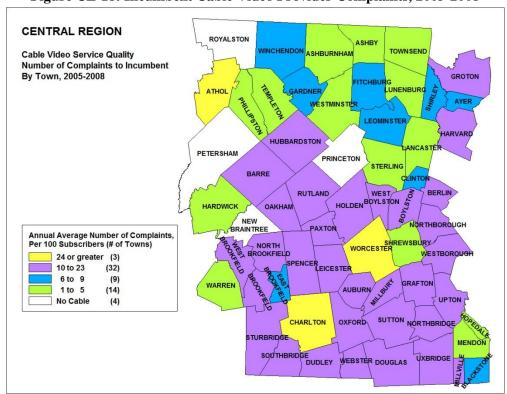


Figure CE-17: Cable Video Subscribers, by Provider, 2005-2008





Northeast

Figure NE-1: Availability of ILEC Voice Providers, by Town, December 2008

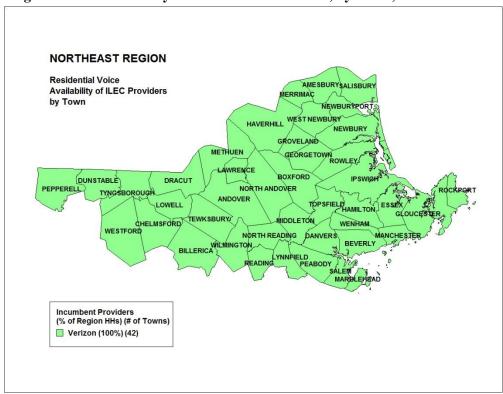
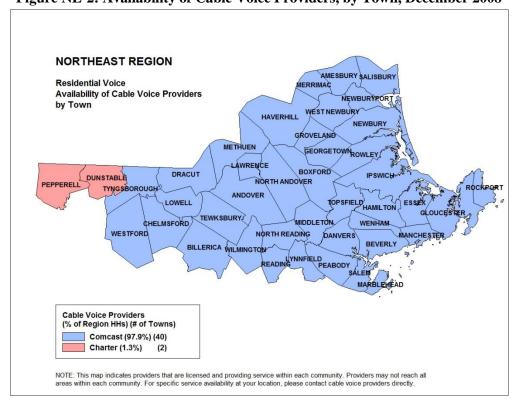


Figure NE-2: Availability of Cable Voice Providers, by Town, December 2008



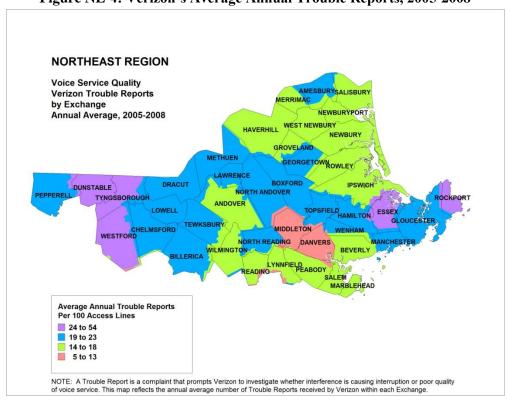
NORTHEAST REGION
Percentage of Residential Wireline Voice Subscribers, by Platform

Cable Voice
36.0%

CLEC
1.4%

Figure NE-3: Market Shares for Residential Wireline Voice, by Platform, December 2008





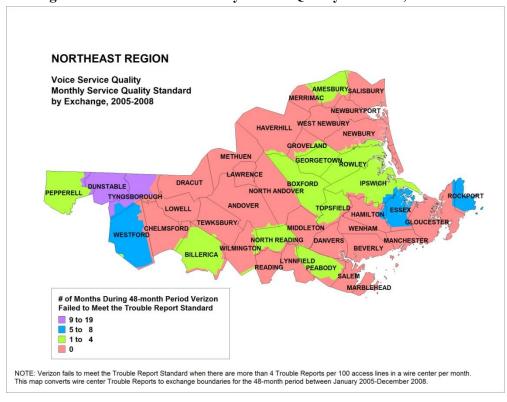
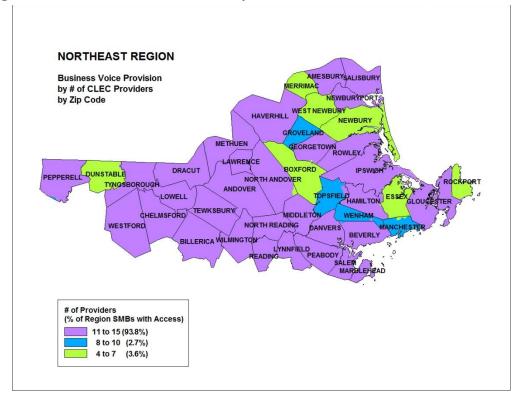


Figure NE-5: Verizon's Monthly Service Quality Standard, 2005-2008

II. Business Voice

Figure NE-6: Business Voice Provision by Number of CLEC Providers, December 2007



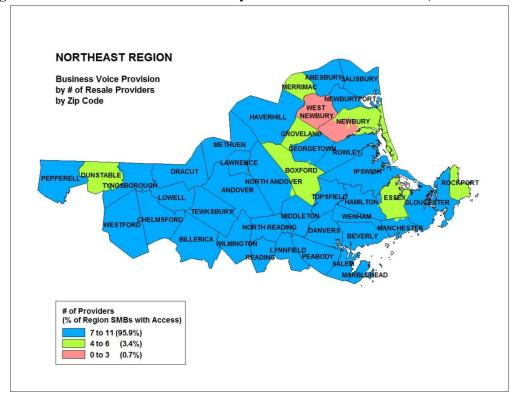
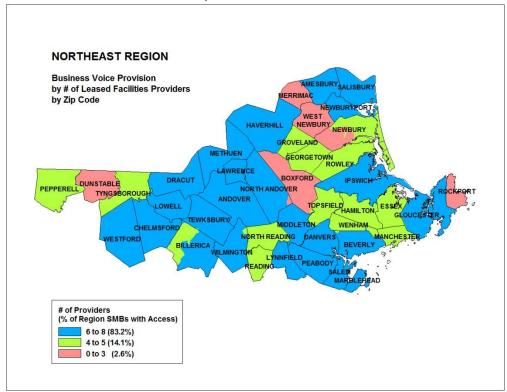


Figure NE-7: Business Voice Provision by Number of Resale Providers, December 2007

Figure NE-8: Business Voice Provision by Number of Leased Facilities Providers, December 2007



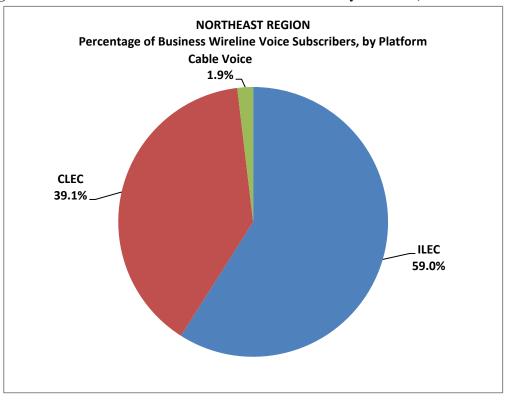
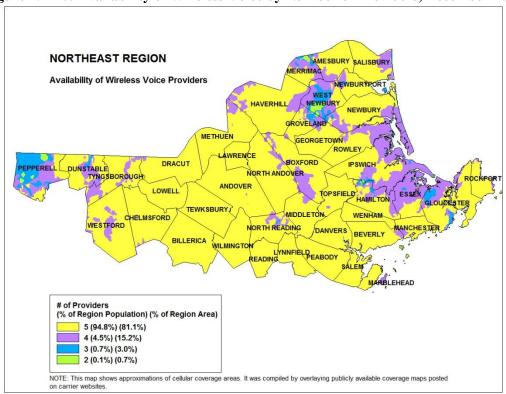


Figure NE-9: Market Shares for Business Voice Services by Platform, December 2008

III. Wireless Voice





NORTHEAST REGION Percentage of Residential Voice Subscribers including Wireless Substitution, by Platform Wireless Substitution_ 11.3% **ILEC** Cable Voice 55.5% 31.9% CLEC

Figure NE-11: Market Shares for Residential Voice Services Including Wireless Substitution, December 2008

IV. **Cable Video**

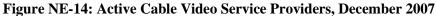
NORTHEAST REGION Cable Video Availability by Incumbent Provider, 2008 AMESBURY SALISBURY HAVERHILL NEWBURY GROVELAND METHUEN LOWELL TEWKSBURY HELMSFORD DANVERS NESTFORD BILLERICA WILMINGTON Cable Provider (% of Region HHs) (# of Towns Served) Comcast (97.9%) (40) Charter (1.3%) (2) Percentage of Region Households with Access reflects estimate of households passed by provider compared to total number of households within the region. This map indicates that providers are licensed and providing service within each community. Provider may not reach all areas within each community. For specific availability at your location, please contact cable providers directly. No Access (0.8%)

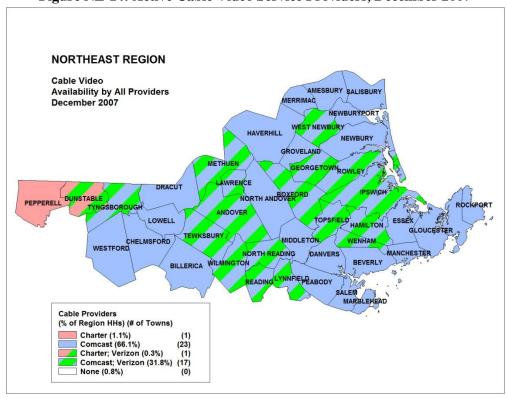
Figure NE-12: Incumbent Cable Video Service Providers, 2008

1.2%

NORTHEAST REGION AMESBURY SALISBUR Cable Video Percentage of Town Households With Access to Incumbent, 2008 HAVERHILL METHUEN LAWRENCE DUNSTABLE DRACUT TOPSFIELD HAMILTON TEWKSBURY HELMSFORD NORTH BILLERICA WILMINGTON BEVERLY % of Town HHs (# of towns) 95% or greater (38) 90% to 94% 80% to 89%

Figure NE-13: Percentage of Households Passed by the Incumbent Cable Provider, 2008





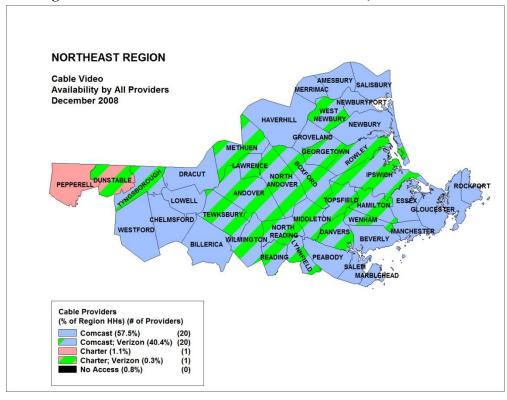
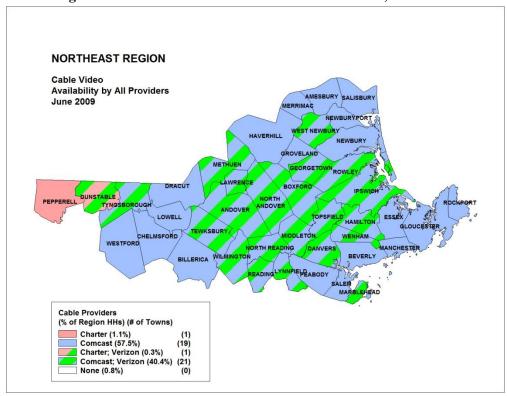


Figure NE-15: Active Cable Video Service Providers, December 2008





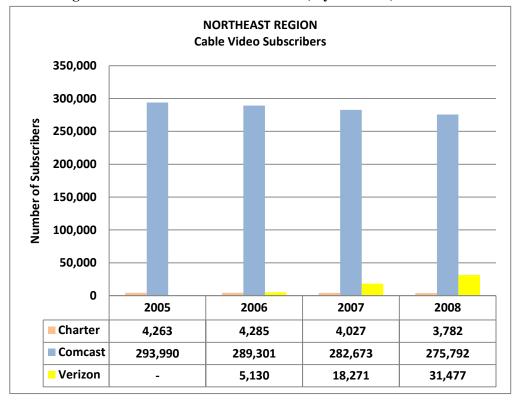
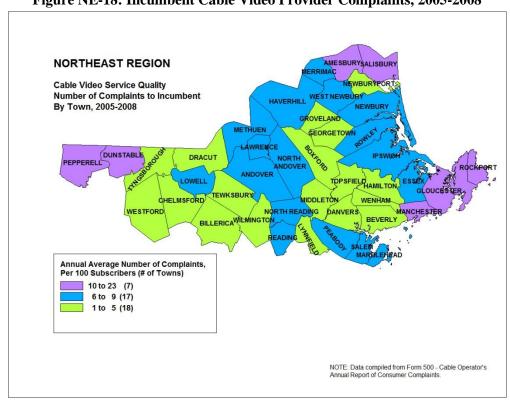


Figure NE-17: Cable Video Subscribers, by Provider, 2005-2008





Pioneer Valley

I. Residential Voice

Figure PV-1: Availability of ILEC Voice Providers, by Town, December 2008

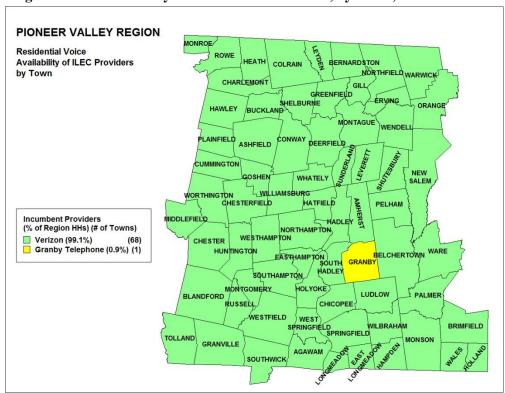
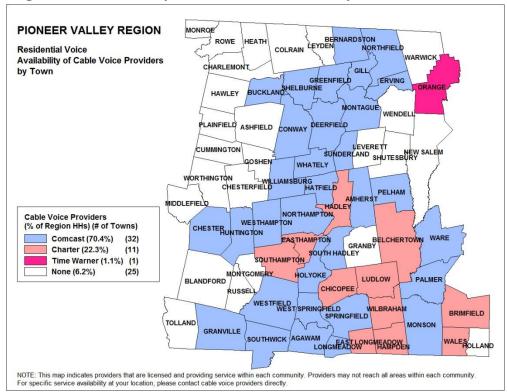


Figure PV-2: Availability of Cable Voice Providers, by Town, December 2008



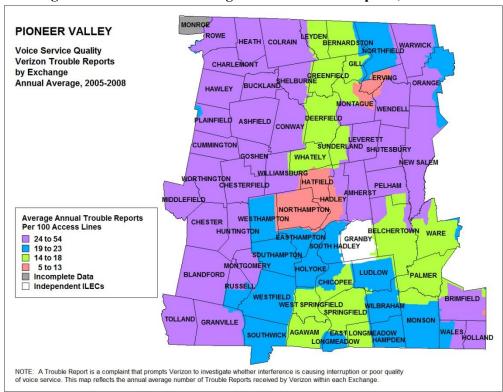
PIONEER VALLEY REGION
Percentage of Residential Wireline Voice Subscribers, by Platform

Cable Voice 33.5%

CLEC 66.3%

Figure PV-3: Market Shares for Residential Wireline Voice, by Platform, December 2008





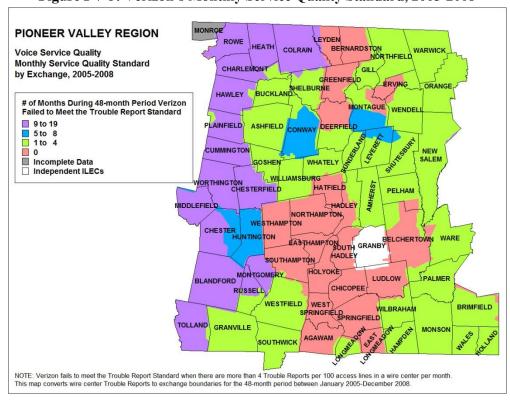
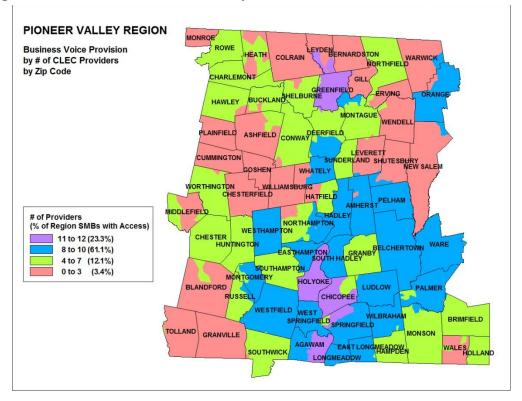


Figure PV-5: Verizon's Monthly Service Quality Standard, 2005-2008

II. Business Voice

Figure PV-6: Business Voice Provision by Number of CLEC Providers, December 2007



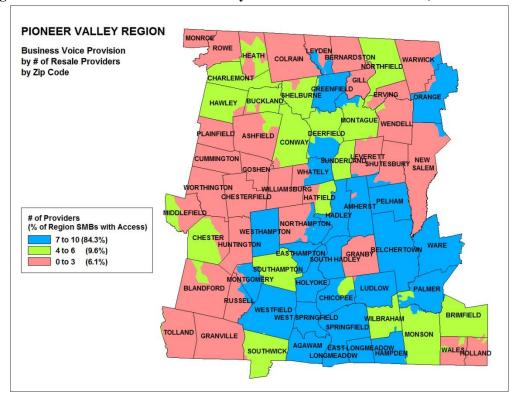
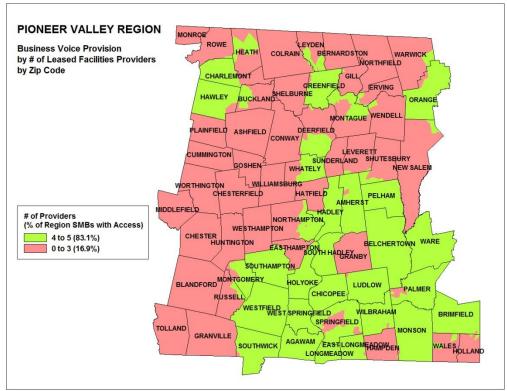


Figure PV-7: Business Voice Provision by Number of Resale Providers, December 2007





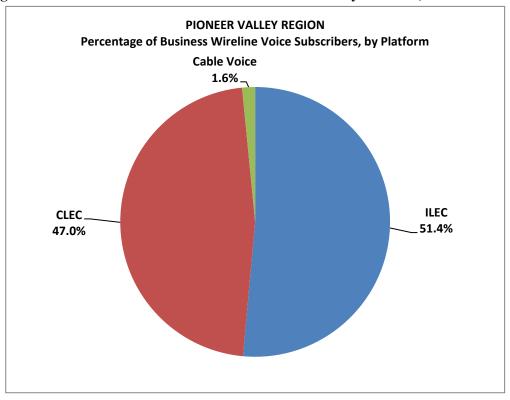
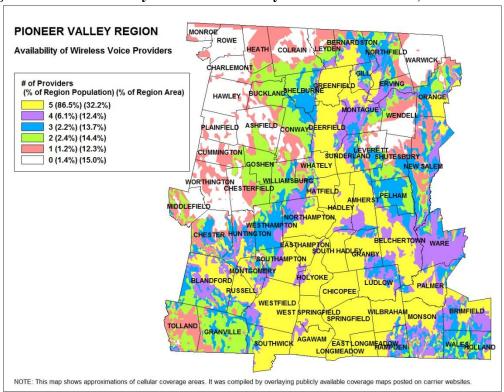


Figure PV-9: Market Shares for Business Voice Services by Platform, December 2008

III. Wireless Voice





PIONEER VALLEY REGION Percentage of Residential Voice Subscribers including Wireless Substitution, by Platform Wireless Substitution. 12.1% Cable Voice ILEC 29.4% 58.3% CLEC 0.2%

Figure PV-11: Market Shares for Residential Voice Services Including Wireless Substitution, December 2008

IV. **Cable Video**

PIONEER VALLEY REGION ROWE Cable Video HEATH COLRAIN Availability by Incumbent Provider, 2008 CHARLEMON GREENFIELD BUCKLANDHELBURN HAWLEY MONTAGUE WENDELL LAINFIELD ASHFIELD CUMMINGTON SHUTESBURY NEW SALEM WILLIAMSBURG CHESTERFIELD Cable Provider MIDDLEFIELD (% Region HHs) (# of Towns) NORTHAMPTON Comcast (71.2%)
Charter (22.3%) CHESTER (11) EASTHAMPTONSOUTH GRANBBELCHERTOWN Cox (0.4%) (1) (1) (1) Russell (0.2%)
Time Warner (1.1%)
None (4.7%) HOLYOKE BLANDFORD PALMER LUDLOW WESTFIELD Percentage of Region Households with Access reflects estimate of households passed by provider compared to total number of households within the region. This map indicates that BRIMFIELD SPRINGFIELD TOLLAND GRANVILLE providers are licensed and providing service within AGAWAN each community. Provider may not reach all areas within each community. For specific availability at your location, please contact cable providers directly.

Figure PV-12: Incumbent Cable Video Service Providers, 2008

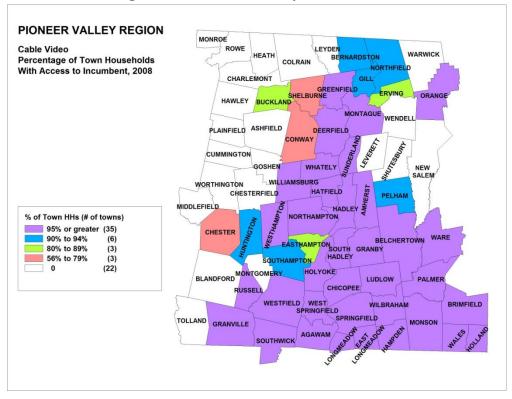
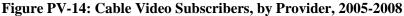
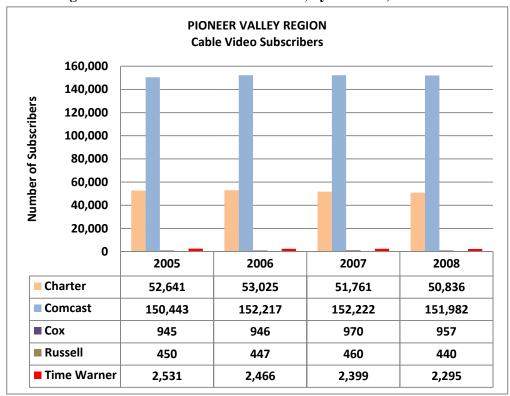


Figure PV-13: Percentage of Households Passed by the Incumbent Cable Provider, 2008





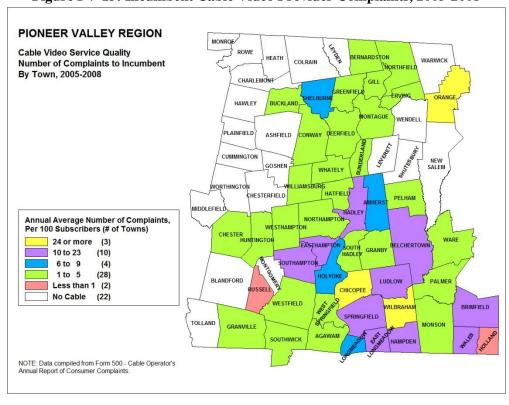


Figure PV-15: Incumbent Cable Video Provider Complaints, 2005-2008

Southeast

I. Residential Voice

Figure SE-1: Availability of ILEC Voice Providers, by Town, December 2008

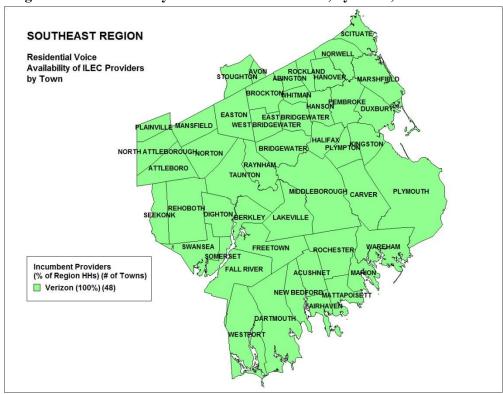
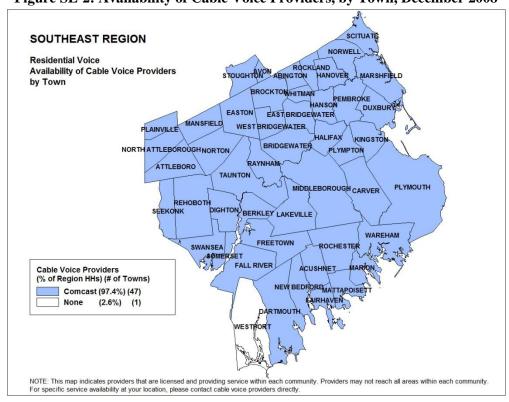


Figure SE-2: Availability of Cable Voice Providers, by Town, December 2008



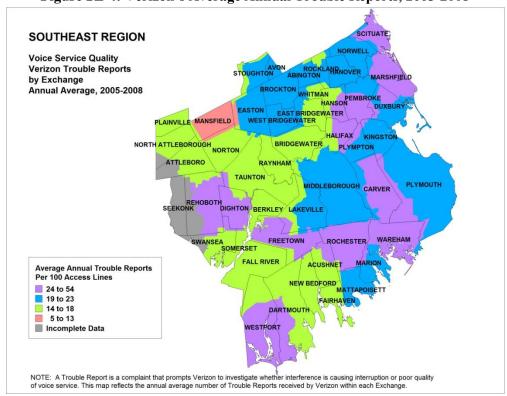
SOUTHEAST REGION
Percentage of Residential Wireline Voice Subscribers, by Platform

Cable Voice
34.5%

CLEC
0.7%

Figure SE-3: Market Shares for Residential Wireline Voice, by Platform, December 2008





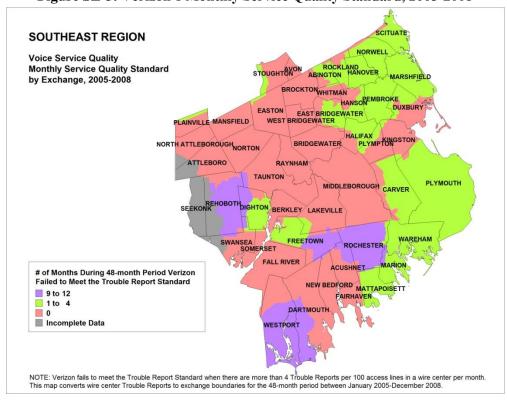
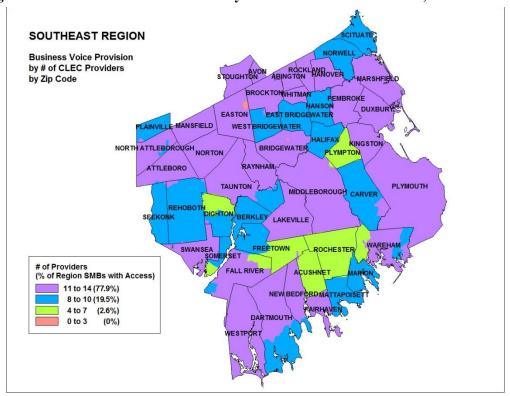


Figure SE-5: Verizon's Monthly Service Quality Standard, 2005-2008

II. Business Voice





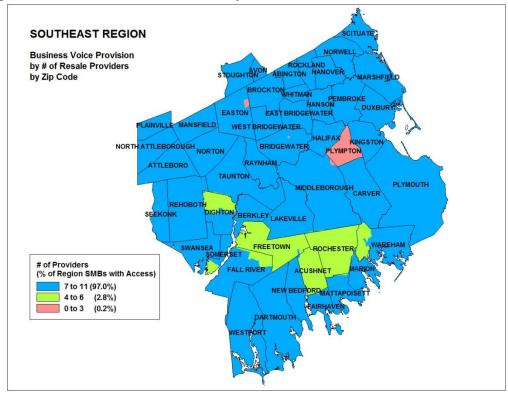
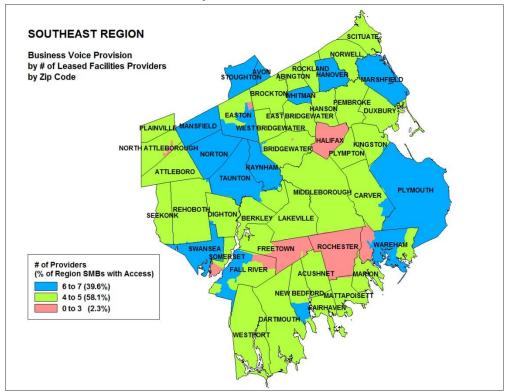


Figure SE-7: Business Voice Provision by Number of Resale Providers, December 2007

Figure SE-8: Business Voice Provision by Number of Leased Facilities Providers, December 2007



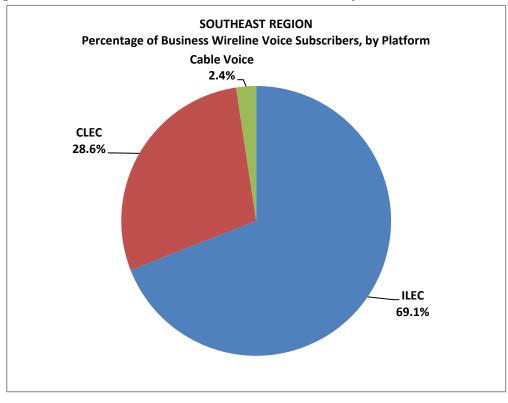
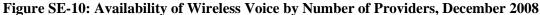
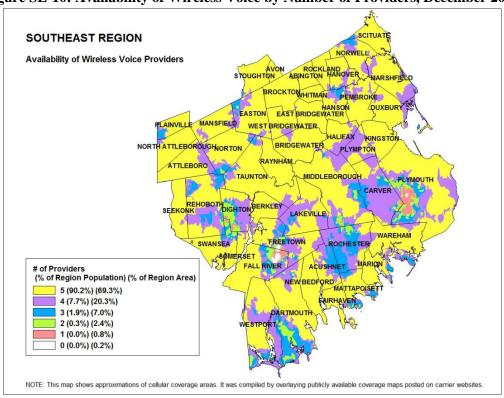


Figure SE-9: Market Shares for Business Voice Services by Platform, December 2008

III. Wireless Voice





SOUTHEAST REGION Percentage of Residential Voice Subscribers including Wireless Substitution, by Platform Wireless Substitution_ 11.3% Cable Voice_ ILEC 30.6% 57.5% **CLEC** 0.6%

Figure SE-11: Market Shares for Residential Voice Services Including Wireless Substitution, December 2008

IV. **Cable Video**

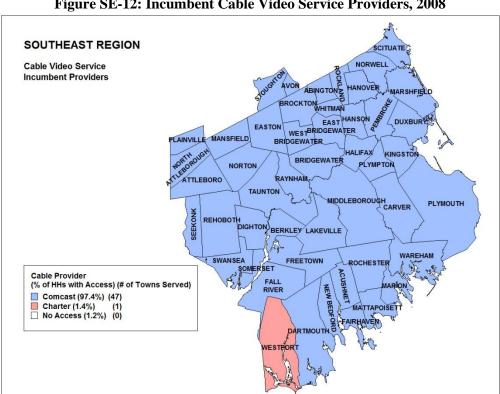


Figure SE-12: Incumbent Cable Video Service Providers, 2008

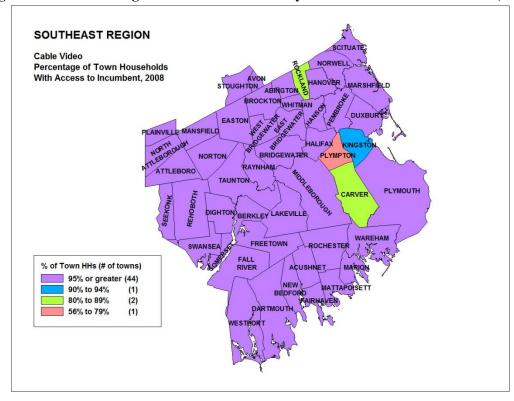
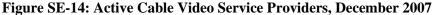
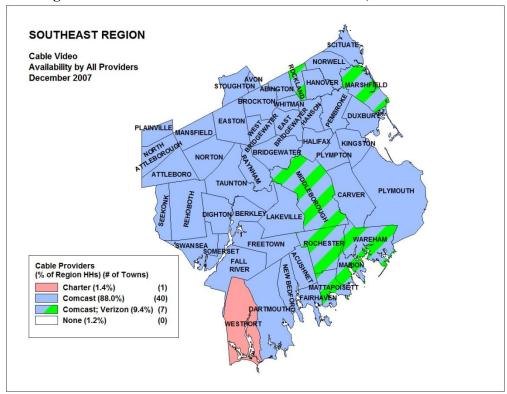


Figure SE-13: Percentage of Households Passed by the Incumbent Cable Provider, 2008





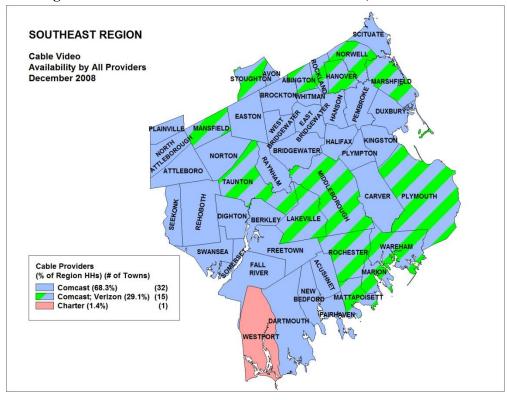
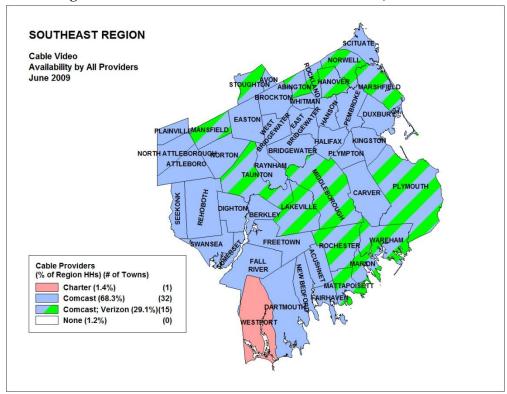


Figure SE-15: Active Cable Video Service Providers, December 2008





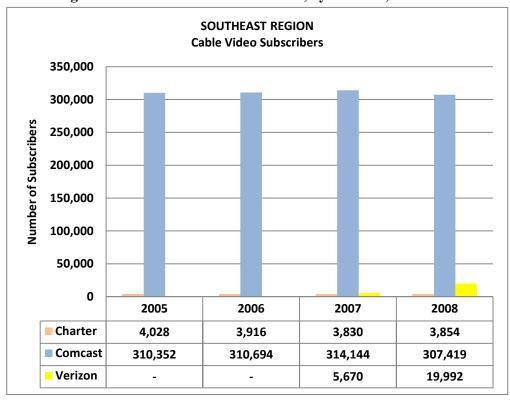


Figure SE-17: Cable Video Subscribers, by Provider, 2005-2008



